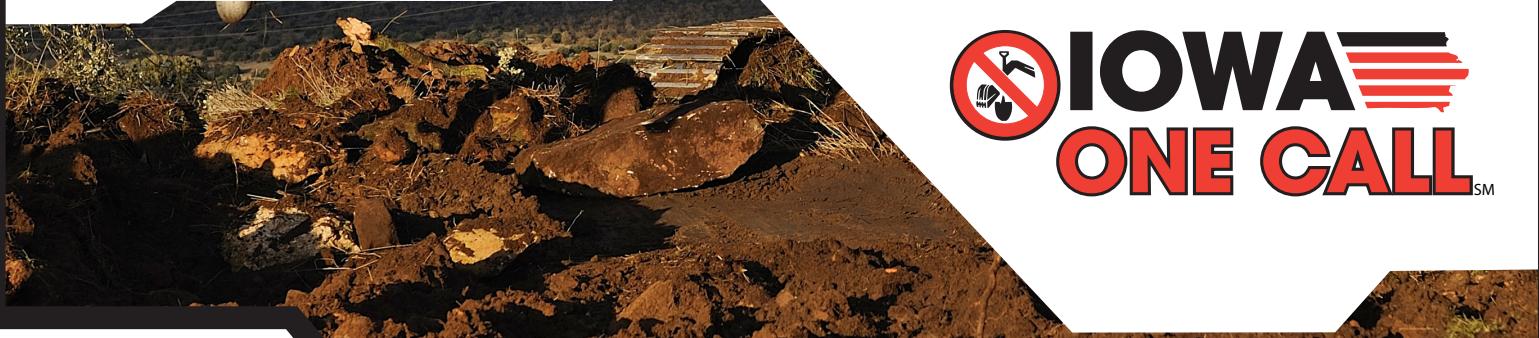


30 ONE CALL CONCEPTS
Celebrating 30 years of service.
When safety is on the line.

ITIC USER MANUAL

Your comprehensive guide for
using ITIC to process Locate
Requests on-line.



IOWA
ONE CALLSM



WELCOME, USER!

Welcome to ITIC!

You will find a comprehensive step-by-step guide for processing your locate requests online in the following pages. We have included a detailed description of the innovative tools and features that have been added to this newly revised version of ITIC.

We have designed this manual to provide the knowledge required for the efficient submission of accurate ITIC locate requests. We've packed a lot of information into these pages, and have arranged it in a streamlined, user-friendly format. It is loaded with visual examples and helpful hints. We think it is best to read it from beginning to end before you start, but the design also facilitates quick references to specific subject matter.

So, what are you waiting for? Let's get started! And remember, our skilled staff is here to help. Assistance is available through the Help Desk at (563) 884-7762.

***An important word from the editor:** This document contains many color drawings, actual screenshots, and color-coded information. For best results, we recommend that this document be printed in **COLOR**



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Celebrating 30 years of service.
ONE CALL CONCEPTS
When safety is on the line.



COMING SOON: ITIC LIVE HELP!

ITIC Live Help is an interactive chat program created to assist ITIC users in real time. It allows users to directly contact an ITIC specialist while they are using the ITIC program.

ITIC Live Help is currently unavailable in Iowa. It will be made available in the near future.



COMING SOON! COMING SOON! COMING SOON!

30
ONE CALL CONCEPTS
Celebrating 30 years of service.
When safety is on the line.





READY

Click on “Enter a new ITIC ticket online” button found on the left side of the Iowa One Call Homepage (www.iowaonecall.com). You will be re-directed to the IA One Call ITIC Login Page.

Enter your email address and password then click “Login.” If you have forgotten your password, click “Forget your Password?” and we will email it to you.

The screenshot shows the Iowa One Call homepage. At the top, there's a banner with the text "nEnter a new ITIC ticket online" and "Call 811 / 1-800-292-8989". Below the banner are four circular icons representing different user groups: Facility Operators (with a fiber optic cable image), Contractors (with a construction worker), Homeowners (with a couple in a house), and Farm Operations (with a tractor). To the right, there's a section titled "About Iowa One Call" with a mission statement: "Mission Statement: Iowa One Call, as mandated by law, operates a statewide notification system to provide effective communications to protect the citizens and underground facilities of Iowa."

The screenshot shows the IA One Call ITIC Login page. It features a "LOGIN" button at the top left, followed by fields for "Email:" and "Password:", with a "Forgot your Password?" link. Below these fields is a message: "By logging in, I agree to the [Terms and Conditions](#) [LOGIN >](#)". To the right, a yellow box highlights: "ITIC Enhancement based on Member Feedback." and "A single click gets you to the Ticket Search report from the ITIC Main Menu." Below this is another message: "You no longer have to go through the Reports module to reach this feature!" At the bottom, there's a "Don't Have An Account Yet? [REGISTER NOW >](#)" button. A large callout box in the center says "By logging in, I agree to the [Terms and Conditions](#) [LOGIN >](#)". At the very bottom, there's a "FYI" icon with a cursor pointing to it, and the text: "By logging in, you agree to the Terms and Conditions. You can read the full text by clicking the “Terms and Conditions” link."

SUBMIT A LOCATE REQUEST



The **ITIC Main Menu** appears upon login.

GET SET

In this section you will learn to prepare **ROUTINE** locate requests.

GO!

Click "Submit a Mark Out Request"

Help ? | Logout

IOWA ONE CALL

Use the Buttons Below to Navigate Through The ITIC Application

- Edit Account
- Submit a Mark Out Request**
- iTic Training Video
- View a Ticket
- Update Ticket
- IA iTIC Manual

Main Menu | Help ? | Chat Live

IOWA ONE CALL

ITIC USER INFORMATION

Phone#	555-555-5555	Ext:	
Contact Name:	JOHN DOE		

EXCAVATOR INFORMATION

Contractor Name:	JOHN'S BACKHOE SERVICE	Cell Phone#:	
Address:	111	Street:	MAIN ST
City:	ELSEWHERE		
State:	IA	Zip:	12345
Email:	briancasey@occinc.com	Fax:	555-555-5544

AM PM After 5PM

CANCEL **NEXT STEP >**

Untitled

Help on Contact Fax Phone

Fax number for the excavator if available. Utilities may respond using this fax number.

Index **Back** **Forward** **Close**

Each field has a **pop-up help box** listing the field definition/requirement. Activate pop-ups by **clicking on the field titles**.



The ITIC system will not allow you to enter special characters such as
* \ ~ ' or ". %

SUBMIT A LOCATE REQUEST



ITIC USER INFORMATION

Phone Number and Ext.

These fields will auto-fill with the information associated with your login.

Click the 'Main Menu' icon at the top of the page, then click the "Edit Account" button to update your main phone number.



User Name

Enter YOUR first and last name as the ITIC user entering the information.

Main Menu | Help ? | Chat Live

IOWA ONE CALL

ITIC USER INFORMATION

Phone#	<input type="text" value="555-555-5555"/>	Ext:	<input type="text"/>
Contact Name:	<input type="text" value="JOHN DOE"/>		

EXCAVATOR INFORMATION

Contractor Name:	<input type="text" value="JOHN'S BACKHOE SERVICE"/>	Cell Phone#:	<input type="text"/>
Address:	<input type="text" value="111"/>	Street:	<input type="text" value="MAIN ST"/>
City:	<input type="text" value="ELSEWHERE"/>	Zip:	<input type="text" value="12345"/>
State:	<input type="text" value="IA"/>	Fax:	<input type="text" value="555-555-5544"/>
Email:	<input type="text" value="briancasey@occinc.com"/>		
<input type="radio"/> AM <input type="radio"/> PM <input type="radio"/> After 5PM <input type="radio"/>			

CANCEL **NEXT STEP >**

EXCAVATOR INFORMATION

This section will auto-fill with your company information.

To update your company information, click the 'Main Menu' icon at the top of the page, then click the "Edit Account" button to make changes.



IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be **DELETED**. Please use the buttons at the bottom of the form.



STEP 1: On-Site Contact Information

Alternate Contact and Alternate Phone

Enter the name and cell phone number of another person involved with the excavation. If there is an on-site contact, enter their name here. **Use a specific person's name; dispatch, operator, anyone or unknown are not acceptable entries.** [The utilities will contact this person if additional information about the site is needed.] If there is no alternate contact, re-enter your information here.

NOTE: See **PROFILES** section (page 09) to **auto-fill** your routinely used information

Step 1: Onsite Contact Information

Alt. Contact: STEVE SMITH

Alt Phone: 555-555-5566

STEP 2: Excavation Information

Type of Work

Enter the specific type of work to be performed. Field locators need to know the specific reason for excavation rather than the work method. Do not use the words 'Emergency' or 'Dig'. **Examples:** Install Sign, Install Secondary Electric, Repair Gas Service...

Type of Work:

Working For Company:

Blasting:

Trenching:

Boring:

Is Job White Lined:

Type of Work:

Working For Company:

Blasting:

Trenching:

Boring:

Is Job White Lined:

install

- INSTALLATION OF CATV DROPS
- INSTALLATION OF DECK
- INSTALLATION OF FENCE
- INSTALLATION OF NEW GAS SERVICE
- INSTALLATION OF UNDERGROUND ELECTRICAL
- INSTALLATION OF UNDERGROUND ELECTRIC
- INSTALLATION OF UNDERGROUND SPRINKLER
- INSTALLING GAS MAIN
- INSTALLING SANITARY SEWER AND WATER
- INSTALLING SANITARY SEWER SERVICES
- INSTALLING SENTRICON
- INSTALLING SIGN
- INSTALLING U/G TELEPHONE SERVICE
- INSTALLING WATER MAIN
- INSTALLING WATER SERVICE



Use keyword searches! Type keywords (install, main, water, etc.) to generate a list of options. Make a selection from the dropdown list whenever possible



STEP 2: Excavation Information - Continued...

Working For Company

Enter the name of the person, company, or organization the work is being done for.

Step 2: **Excavation Information**

Type of Work:			
Working For Company:			
Blasting:	Plowing		
Trenching:	Backhoe		
Boring:	Other		
Is Job White Lined:	Duration:	HOUR	

Is Job White Lined?

Select "Y" if you have marked out the proposed area of excavation with white paint, stakes or flags. If not, select "N"

Duration

Enter the amount of time anticipated to complete the excavation. Use the drop-down menu to select hour(s), day(s), week(s), or month(s).

Blasting, Trenching, Boring, Plowing, Backhoe, Other

These 'yes or no' questions relate to your method of excavation. Please select "Y" for all that apply, and "N" for any that do not apply. Any excavation method that does not fall into one of the first 5 categories should be considered "Other." You must select "Y" for at least one of these questions before you can proceed.



IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be **DELETED**. Please use the buttons at the bottom of the form.



PROFILES

Profiles are used to **auto-fill** specific fields with your routinely used information. Utilizing the 'Profiles' feature will enable ITIC to 'remember' your information - **saving you time** in the Locate Request process.

Profiles ▾

Profiles are located at the top of the **second page** of the locate request form.

Create Job Profile

Click the profile drop-down and select **CREATE JOB PROFILE** to create a profile.

Create a name or title for the profile. The title will appear in the profile drop-down menu for selection.

You can create profiles for a specific foreman/contact, or type of work which may always include the same method of excavation, customer, etc...

You can also create profiles for specific **counties** or **cities** that you work in, or even save **marking instructions** that are commonly used.

ALL FIELDS ARE OPTIONAL

Click **SUBMIT** when complete.

Main Menu | Help ? | Chat Live

IOWA ONE CALL

Work Profile Information

Profile Name:

Onsite Contact Information

Alt. Contact: Alt Phone:

Excavation Information

Type of Work:

Working For Company:

Blasting:	Plowing:
Trenching:	Backhoe:
Boring:	Other:
Is Job White Lined: <input type="text"/>	

Location Information

County:

City/Twp:

Marking Instructions:

CANCEL **SUBMIT >**



PROFILES - Continued

The title of the profile will appear in the drop-down menu once you have submitted it. The new profile can now be used when preparing a locate request. The fields on the locate request form will auto-fill with the information you entered for that specific profile when you choose it from the drop-down list.

Main Menu | Help ? | Chat Live

IOWA ONE CALL

Step 1: Onsite Contact Information

Alt. Contact: STEVE SMITH Alt Phone: 555-555-5566

Step 2: Excavation Information

Type of Work: INSTALLATION OF FENCE

Working For Company:

Blasting: N Plowing:

Trenching: N Backhoe:

Edit & Delete

To edit or delete an existing profile, select **EDIT JOB PROFILE** from the “Profiles” drop-down.

Main Menu | Help ? | Chat Live

IOWA ONE CALL

Profiles

Create Job Profile
Edit Job Profile

Edit

Add or change any information as needed.
Remember - **All fields are optional**

Submit

Click **SUBMIT** to save changes/additions

Delete

Click **DELETE** to delete the selected profile

DELETE **CANCEL** **SUBMIT >**

Work Profile Information

On-site Name: On-site Phone:

Excavation Information

Type Of Work: Type Of Equipment: Work Done For:

Trenchless Excav: Explosives: MODOT ROW: Depth:

Location Information

City Limits: Description:



STEP 3: Location Information

County

Choose the county in which all of the work will take place. **Complete a separate ticket if the work extends into another county.**

City

Select the city or township where the work is taking place using the drop-down menu.

NOTE: If you are working outside city limits, you must enter the name of the township where the worksite is located.

Step 3: Location Information

County:

City/Twp:

Address:

Address (SINGLE Address)

Enter the number of the address where the work will take place. Lot, building, PO box or rural route numbers are not addresses and should not be used. **If there is no physical address, enter a "0" in the address field.**

Step 3: Location Information

County:

Address:

Dig Street:

MARK ENTIRE LOT.

Address (MULTIPLE Addresses)

If work is taking place at multiple addresses, or along a street or easement from one address to another, enter a '0' in the address field, and list the addresses in the Marking Instructions field.

Step 3: Location Information

County:

City/Twp:

Address:

Nearest Intersecting Street:

Dig Street:

Marking Instructions:

MARK FRONT AND BOTH SIDES OF PROPERTIES OF ADDRESSES 1609 THROUGH 1621 LIBERTY AVE.

SUBMIT A LOCATE REQUEST

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STEP 3: Location Information - Continued



Dig Street

Enter the street name associated with the address. If there is no address, enter the name of the street in which the digging will take place on or along. (See next page for dig street variables, unnamed road, creek, railroad tracks, etc.)

Step 3: Location Information

County:	Address:	City/Twp:
Dig Street:	Nearest Intersecting Street:	
Marking Instructions:		
GPS Latitude:	Longitude:	
Section:	QTR: NE <input type="checkbox"/> NW <input type="checkbox"/> SE <input type="checkbox"/> SW <input type="checkbox"/>	

Nearest Intersecting Street

Enter the name of the intersecting street closest to where the work will take place. The closest intersecting street may not necessarily be a major intersection. Be sure to enter a **street name** in this field.

ADDRESS TIP

Use keyword searches!

Start typing in the Street name (ex. 'haw') to generate a list of street name options. Select from the **drop-down lists** whenever possible but **only** if correct. This works for **both** street fields!

Dig Street: Haw

Instructions: HAWKEYE ROAD
HAWTHORNE AVE
HAWVER CT



ADDRESS / LOCATION DESCRIPTION TIPS

Unnamed Street

Enter the appropriate description in the Dig Street field if the street does not have a "proper" name (i.e. unnamed county road, hwy 71 west bound exit ramp, alley, RR tracks). Give driving directions to the site when doing so. Format the driving directions by referring to an intersection of 2 named roads in the Marking Instructions field.

- **For Instance:**

In the Marking Instructions, enter
"From Elm Ave go N on Main St approx 400ft to unnamed road, go W on unnamed rd approx 350ft to vacant lot on N side of rd."

Multiple Names for Street

If the street has more than one name, enter only one of the names in the appropriate street field. List any **additional** names ("also known as," or "AKA") in the Marking Instructions.

- **For Instance:**

In the Marking Instructions, enter
Main St / Us Hwy 14 - This information should be entered as
'Main St aka Us Hwy 14'

Step 3: Location Information

County:	<input type="text"/>
Address:	<input type="text"/>
Dig Street:	<input type="text"/>
Marking Instructions:	<input type="text"/>
GPS Latitude:	<input type="text"/>
Section:	<input type="text"/> QTR: NE

Abbreviations

When entering the information in the street fields you must abbreviate the street modifiers and directional information. For example: enter N Main St instead of North Main Street. **The following are the ONLY accepted abbreviations for street name modifiers.**

Avenue – AVE
Business – BUS
Circle – CIR
Drive – DR
Highway – HWY
Lane – LANE
Parkway – PKWY
Road – ROAD

Boulevard – BLVD
Expressway – EXPY
Court – CT
Traffic way – TFWY
Interstate – I (I 70)
Terrace – TER
Place – PL
Street – ST

SUBMIT A LOCATE REQUEST

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STEP 3: Location Information - Continued

Marking Instructions

Enter marking instructions and any driving directions in this field. Below are a few things to remember when formatting your instructions.

- All locate requests require **MARKING INSTRUCTIONS** in this field.
- **Marking instructions** should be as complete and accurate as possible, so the utilities know where any excavation will be taking place.
- **Marking instructions** must describe the entire area where the excavation will take place - **NOT what utilities need to be marked.**

Step 3: Location Information

County:	City:
Address:	Inter:
Dig Street:	Inte:
Marking Instructions:	Long:
GPS Latitude:	Section:
OTB: NE <input type="checkbox"/> NW <input type="checkbox"/> SE <input type="checkbox"/> SW <input type="checkbox"/>	

IMPORTANT: Please provide driving directions from a known intersection any time the dig site does not have a numerical address or is not located at an intersection. **Driving directions** must include approximate distance and specific direction (N, S, E, W, NW, NE, SE, or SW). Example - "FROM MAIN ST GO N ON 1ST ST 1000FT, THEN LOCATE 20FT OUT ON W SIDE OF 1ST ST GOING N TO MONROE ST."

Step 3: Location Information

County:	BLACK HAWK	City/Twp:	WATERLOO
Address:	715	Nearest Intersecting Street:	WESTERN AVE
Dig Street:	HAWTHORNE AVE		
Marking Instructions:	MARK ENTIRE LOT.		

Work Taking Place at an Address

Enter the address number in the address field, and the street associated with it in the Dig Street field.
Be sure to clearly describe the entire extent of the work area.

For example:

- Mark entire front half of lot.
- Mark 10ft radius of house.
- Mark from front corners of house to rear lot line, for width of lot.



IMPORTANT! Please do not use (') or (") for feet & inches as some printers can't print these characters. It's best to use feet, ft., foot, and inches or in.



STEP 3: Location Information - Continued

WORK TAKING PLACE AT MULTIPLE ADDRESSES

If work is taking place at multiple addresses, or along a street or easement from one address to another, enter a '0' in the address field, and list the address information in the Marking Instructions field.

For example:

- Mark front and both sides of properties of addresses 714 through 721 Elm St
- Mark rear of properties of address 314, 316, and 318 Jones Rd, including alley
- Mark front of properties of addresses 400 through 490 MacArthur St from the curb back 15ft

Step 3: Location Information

County:	BLACK HAWK	City/Twp:	WATERLOO
Address:	0	Nearest Intersecting Street:	MINNESOTA ST
Dig Street:	LIBERTY AVE	MARK FRONT AND BOTH SIDES OF PROPERTIES OF ADDRESSES 1609 THROUGH 1621 LIBERTY AVE.	
Marking Instructions:			

WORK AREA LIMITATIONS

There are limitations to the amount of work you are allowed to fit onto a single ticket. If you find that your work area is larger than is allowed on a single ticket, you will need to split your worksite up into multiple tickets. (see [here](#) for more information regarding separating large work areas).

Inside City Limits – Tickets for work to be done within city limits:

- For a contiguous work area along a street, right-of-way, alley, or rear easement, you may file one ticket per every 1500 feet in length. Multiple signs or utility poles being placed within a 1500-foot span would qualify as a contiguous work area.
- For work to be done on private property, you may file one ticket per every ten addresses within the same hundred block.

Outside City Limits (In a Township)

- Work to be done outside city limits must be limited to one mile per ticket for work along a road/ditch (e.g. sign/pole installation, ditch cleaning), or to one square mile per ticket for work in an open field (e.g., farm drainage tiling). Multiple addresses in a rural area may be processed on the same ticket, provided that all addresses fall within the same one-mile span of the same road.

IMPORTANT! Work to be done in multiple townships or multiple counties must be limited to one township/county per ticket (**Exception: work to be done along both sides of a township road**).



STEP 3: Location Information - Continued

Work Taking Place (or Starting) At an Intersection

If work begins at the intersection, no driving directions are required. Simply describe how far and in what direction(s) the work will take place.

For example:

- Mark 100ft radius of [above] intersection
- Mark a square area 25ft n and w from NW corner of above intersection
- Mark entire w rd right of way of Elm Ave going n from Main St for 250ft

→ Be sure to clearly describe the entire extent of the work area.

Address:	9	Street Name:	
Dig Street:	FOREST AVE	Nearest Intersecting Street:	OREGON ST
Marking Instructions:	Mark a 100ft radius of above intersection.		

Work Taking Place Away From an Intersection (No Address)

If work does not begin at the intersection, and is not taking place at an address, provide driving directions to the worksite from an intersection of two named roads. [This method may also be used if work is taking place at an address, but you do not have the address information].

For example:

- From Elm Ave go W on Main St approx 800ft to vacant lot on n side of rd. Mark entire vacant lot.
- From Jones Rd go N on Oak Ave 450ft. At that point, mark entire rd right of way of Oak Ave, going further N 250ft.
- From Main St go N on Elm Ave approx 500ft to unnamed rd, then go W on unnamed rd approx 250ft to white flag on N side of unnamed rd. Mark 10ft radius of white flag.



Use **ONLY** the following approved abbreviations when formatting the location of work or driving directions.

Feet – FT

East – E

Northeast – NE

Inches – IN

North – N

Northwest – NW

Miles – MI

South – S

Southeast – SE

Yards – YDS

West – W

Southwest – SW

Note: Regardless of which of the method you use to describe your work area, be sure to enter the name of the rd that work is actually taking place on in the "Street Name" field. If work is taking place on an unnamed rd, list 'unnamed rd' in the street name field, and enter the nearest road to intersect the dig street ('unnamed rd') in the intersecting street field. In the last example, you would enter 'unnamed rd' in the Street Name field, and Elm Ave in the Closest Cross St field.



STEP 3: Location Information - Continued

GPS Latitude / Longitude

If you have GPS coordinates in the NAD 83 Decimal Degree format, enter them here.

Otherwise, leave this field blank. **This information is not required.**

GPS Latitude: 42.481355

Longitude: -92.348317

Section:

QTR: NE NW SE SW

ITIC only accepts GPS coordinates that are formatted in the NAD 83 Decimal Degrees style.

If you have GPS info in another format, you cannot enter it here. However, you can manually search for the coordinates using the Lat/Long search function. This may prove useful during the mapping process. (See page 23 for more information)

Section / QTR

If you know the Section number for your work area, enter it here. Similarly, If you know which section quarter your worksite is in, be sure to check the appropriate box(es). **If you are working outside of city limits, you must enter the section number for the worksite.**

Section: 13

QTR: NE NW SE SW



STEP 4: MAP IT

A Brief Introduction

In this section you will learn, in detail, how to use the mapping application to map out your entire area of excavation.



REMINDER: IA One Call members do **NOT** see the map. The map & polygon are used to determine which **member utilities** will receive the ticket.

The map will automatically search by the address, intersection, or Lat/Lon provided once you have entered the required ticket information. If the location is found, it will be displayed in the center of the map. Otherwise, you may need to search manually for the correct area. **Once the correct area is found, you will need to encompass the entire area of excavation by selecting grids on the map. The area you select will determine the utilities to be notified.**

THE MAP

Requested Location

This field will auto - fill the data entered from "Location Information".

Search Results

If ITIC finds one or more matches for your site, the options will be listed here. **Click the drop down list** to view all options and select the correct location.
(Not seen in Google View)

*TOP PORTION of ITIC MAP

Street/Address Search

Use this button to manually search for a specific address, street, intersection, and/or city. (see page 22 for more details)

Lat/Lon Search

Use this button to manually search for Lat/Lon coordinates.



Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.

SUBMIT A LOCATE REQUEST

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STEP 4: MAP IT - THE MAP Continued

Directional Button

Click the directional button in the direction you would like the map to move.
[You can also "grab" and move the map by holding down the left mouse button.]

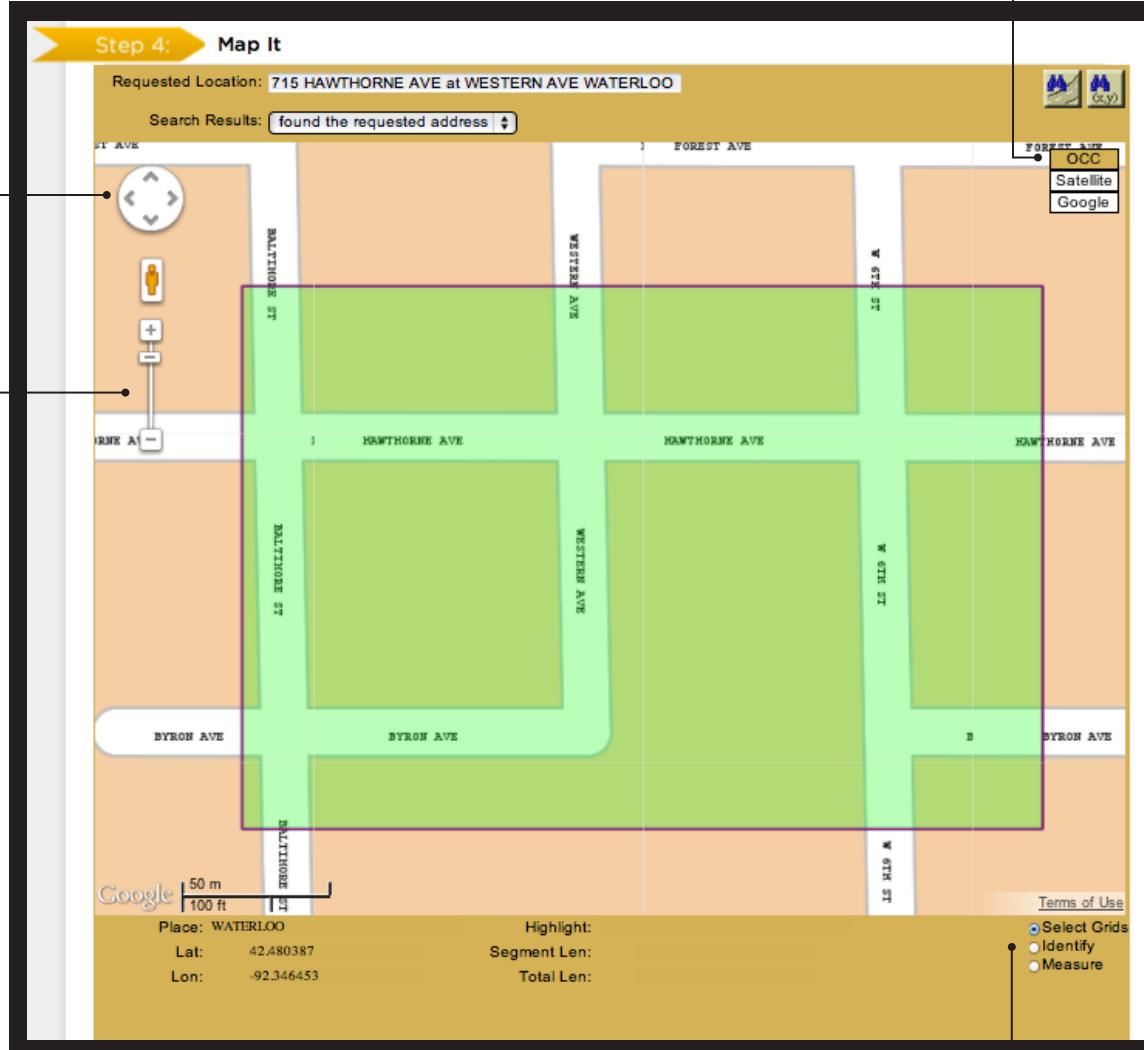
Zoom 'In' & 'Out' Bar

Zoom in for more detail by clicking on the plus (+) sign or by dragging the marker up on the bar.

Zoom out for an increased overall view by clicking on the minus (-) sign or by dragging the marker down on the bar.
[You can also zoom in and out by using the middle rolling button on your mouse when your mouse point is on the map.]

View

Change the image of the map to the **OCC map view** (pictured), **Satellite view** (See page 26 for example), or **Google map view**. (See page 24 for example)



Select Grids

Use this function to select grids on the map and create an excavation polygon around your dig site.

Identify

Use this function to identify roads, highways, rivers, creeks, etc., on the map that may not show a name. The name will appear in the bottom section of the map next to "Highlight." Zooming in on the map makes more names visible.

Measure

Use this function to measure the distance between points on the map. Using this tool regularly ensures proper coverage of excavation areas and confirms distances along roads.



STEP 4: MAP IT - Continued

FINDING THE CORRECT LOCATION ON THE MAP

Automatic Address Search

If the system finds an exact match for the address provided (single address only), ITIC will zoom in and display the location in the center of the map (as shown below). Check the following to confirm the system has found the correct location:

- The street name is spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

MAP: Automatic Address Search

The screenshot shows a map interface titled "Step 4: Map It". The requested location is "715 HAWTHORNE AVE at WESTERN AVE WATERLOO". The search results dropdown shows "found the requested address". The map displays a grid of streets with "BERTCH AVE" running horizontally and "FOREST AVE", "DRIVERS ST", and "HAWTHORNE AVE" running vertically. A specific location is highlighted in white, indicating the search result. A scale bar at the bottom left shows "100 m" and "200 ft". At the bottom, it says "Place: WATERLOO" with coordinates "Lat: 42.483483" and "Lon: -92.346891". On the right, there are options for "Select Grids", "Identify", and "Measure".



STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Automatic Intersection Search

If there is no address or the address was not found, ITIC automatically performs an intersection search. If the intersection is found, ITIC will zoom in and display the intersection in the center of the map (As shown below). Check the following to confirm the system has found the correct location:

- The street names are spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

MAP: Automatic Intersection Search

The screenshot shows the ITIC Map It interface with the following details:

- Step 4: Map It** header.
- Requested Location:** HAWTHORNE AVE at WESTERN AVE WATERLOO.
- Search Results:** found the intersection of HAWTHORNE AVE and WESTERN AVE.
- Map View:** A street map showing the intersection of Hawthorne Ave and Western Ave. The map includes labels for BERTCH AVE, FOREST AVE, DENVER ST, and EUREKA ST. A small orange marker indicates the search result at the intersection.
- Tools and Options:** Includes a compass rose, zoom controls (+/-), and a scale bar (100 m / 200 ft). On the right side, there are buttons for "OCC", "Satellite", and "Google".
- Information Panel:** Displays "Place: WATERLOO" and coordinates "Lat: 42.480998" and "Lon: -92.344445". It also shows "Highlight:" and "Segment Len:" and "Total Len:" fields.
- Bottom Right:** Buttons for "Select Grids", "Identify", and "Measure".



STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Manual Street/Address Search

The map will center in the county listed on the ticket.

Use the **Street Search** feature to manually search for the area.

Street Search

Addr	715
Street	HAWTHORNE AVE
Cross Street	WESTERN AVE
City/Place	WATERLOO

Search **Clear**

In the **Street Search box**, the fields default with the information entered in the Location Information. This information can be changed in order to search for different areas on the map. Changing this information does **NOT** change the information in the Location Information fields; it only changes your search criteria. You may enter a single street with the city, another intersection with the city, or just the city itself. **If the new data entered is found, it will be centered on the map.**

- If you are working on a street or road with "State", "County", or "Hwy" in the name, and it has an alternate name, **use the alternate name** to expedite the map search.
- If you have a number in the street name [hwy or county road] search only the **number**.



Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.



STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Search by Latitude/Longitude

ITIC will automatically search accurate coordinates provided on the ticket.

If you wish to do a manual Lat/Lon search **click the “Lat/Lon Search” button.**

Enter the coordinates in the correct format. The map will center the coordinates on the screen with a point if they are found within the **county** you have provided.

The screenshot shows a window titled "Lat/Lng Search". At the top, there is a toolbar with tabs for "Decimal Lat/Lng" (which is selected), "DMS Lat/Lng", "GPS", "SPCS", and "UTM". Below the toolbar are two input fields: "Lat" and "Lng", each with a corresponding text input box. At the bottom of the window, there are two radio buttons: "NAD 27" and "NAD 83", with "NAD 83" being selected. At the bottom right are two buttons: "Search" and "Clear".



STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Manual Google Map Search

If the location is not found automatically by ITIC, you may choose to search **Google**.

Click on the **Google button** to change the map view.

The **Search Results drop-down box** will be replaced with a **Google Search field**. The information in this field is copied from the Requested Location. Click the **search button** to the right of this field to search the location on the Google map.

To search a different intersection, remove the address, street and intersecting street, and leave the city. Then enter the new intersection preceding the city in the format shown below:

Step 4: Map It

Requested Location: **7000 HAWTHORNE AVE WATERLOO**

Google Search: **HAWTHORNE AVE at WESTERN AVE WATERLOO** **Search**

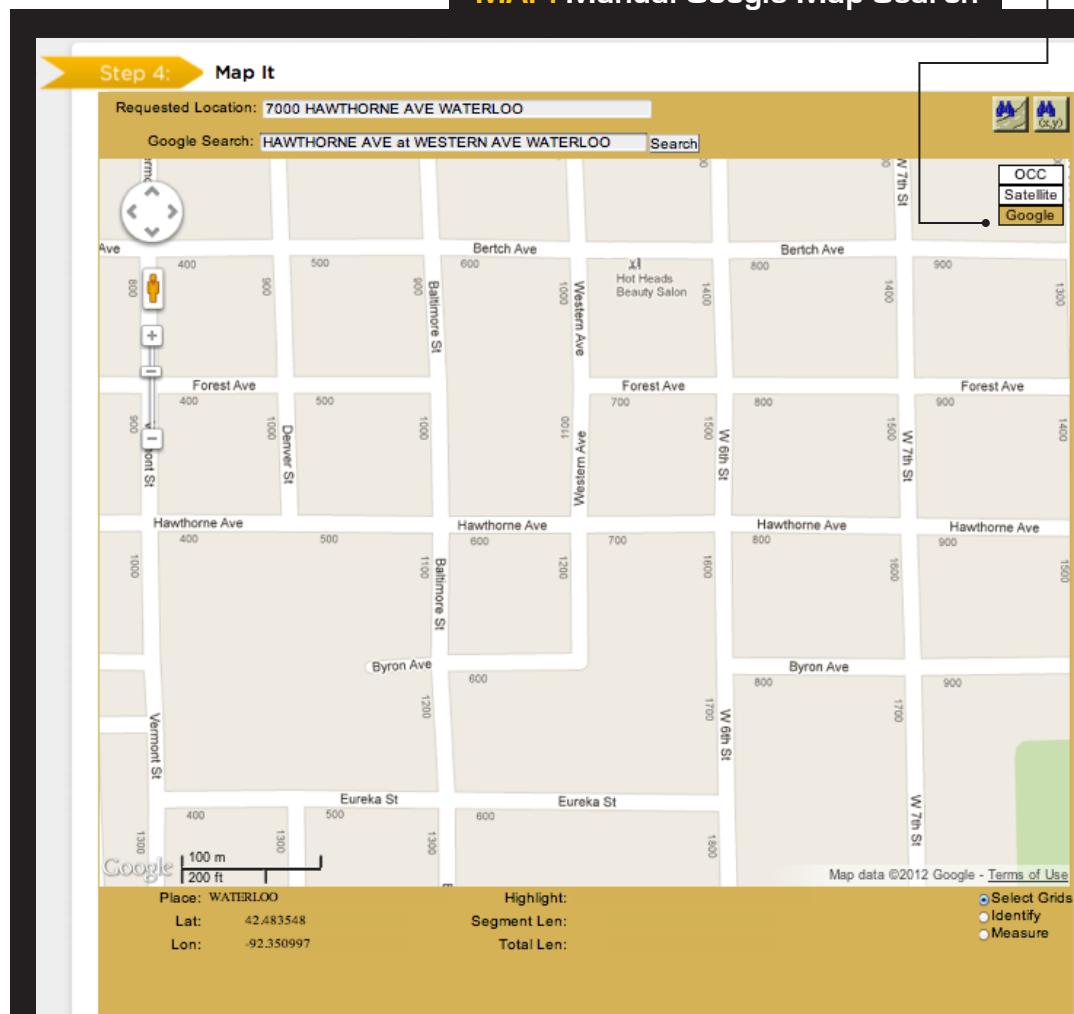
Buttons: OCC, Satellite, Google

After the location is found, you can select grids on the Google map

Guidelines for **selecting grids on the map** on (pg 25)

* If you select grids on the Google map, you must click the "OCC" (view button) to verify the polygon on the ITIC map before submitting.

MAP: Manual Google Map Search





STEP 4: MAP IT - Continued

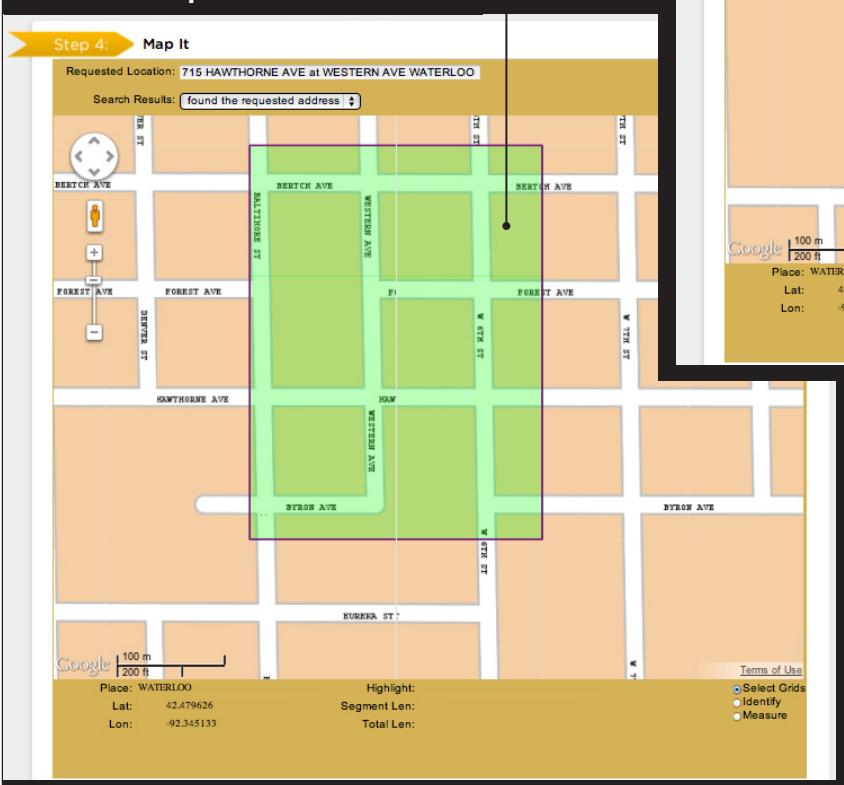
Grids

Selecting Grids

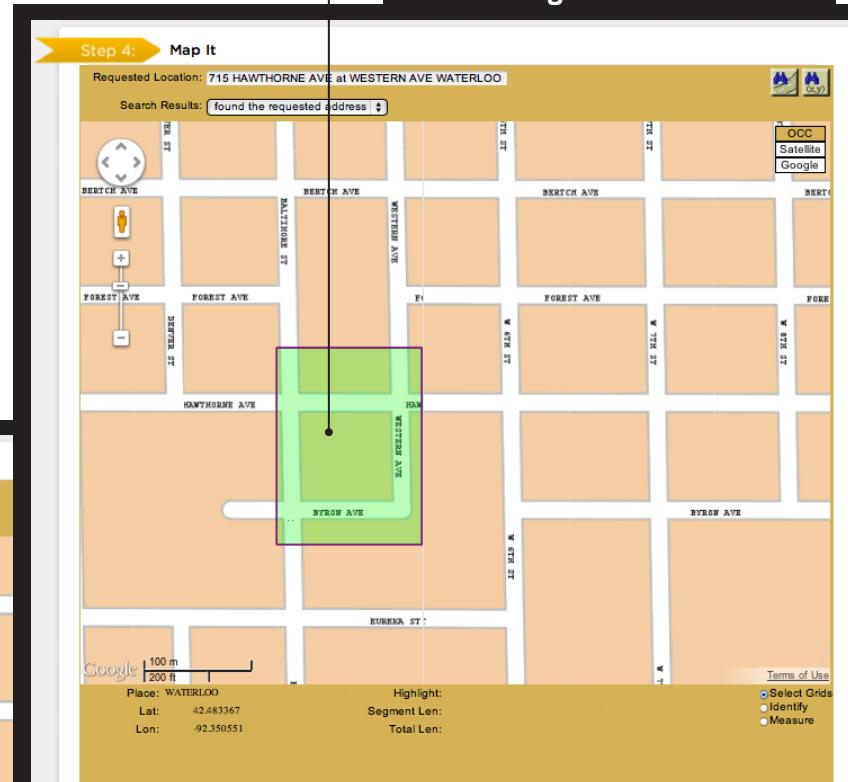
To map your excavation area, you will need to select existing grids to encompass your entire worksite. First, choose the 'Select Grids' tool located in the lower right corner of the map. Then simply click on the area of your excavation. The grid you have selected will be highlighted in green. Continue to select surrounding grids until you are certain your excavation area is completely encompassed.

To "unselect" a grid, simply click on it.

MAP: Multiple Grids Selected



MAP: Single Grid Selected



Note: You will not be able to select grids that exceed the normal size limitations for your work area.
(1500ft within city limits, 1 mile outside city limits.)



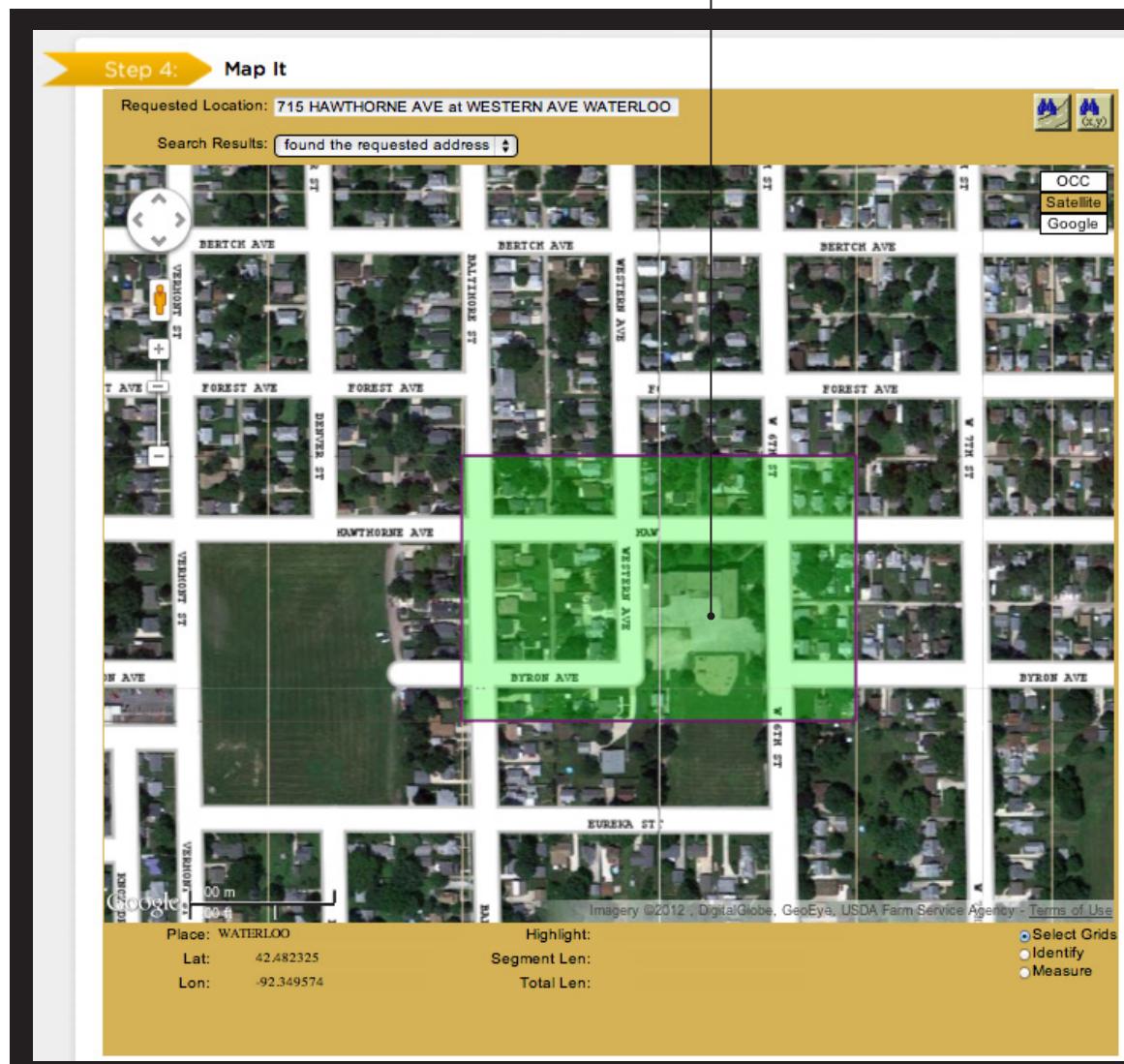
STEP 4: MAP IT - GRIDS Continued

Measuring to a specific point

You can use the measure function to determine distances on the map. Place the first point at the intersection, then click to make points following the road to the end point. Watch the 'Total Length' indicator at the bottom of the map. Once you have measured the appropriate distance, click "Select Grids" and select grids to encompass the entire worksite at that point. If you find that the distance measured on the map is different than the distance you have entered in the Marking Instructions, correct the distance in the Marking Instructions.

Using the "Satellite" Option to Verify the Location

If you wish to see an aerial view of the site location, click on the "satellite" view button after selecting your grids on the OCC or Google map. The Satellite view can help you verify that the selected grids are large enough and have been placed in the correct location. **To make changes, simply click on the grids you have selected to 'un-select' them, and choose new grid(s).**





STEP 5: START DATE INFORMATION

Ticket Type

This field will default to “**COMPLIANT**.” (Only **2 business-day notice** tickets can be processed via ITIC)

Step 5: Start Date Information

Ticket Type:	COMPLIANT
Work To Begin Date:	July 3, 2012
At:	03 : 15 PM

A callout arrow points from the "Ticket Type" field to a calendar window titled "July 2012". The date "3" is highlighted in blue, indicating it is selected.

Work to Begin Date

These fields will default to the two working day notice (a minimum of 48 hours not including weekends or holidays) required by state law. **These fields may be modified** but will **not** allow a start time/date less than the two working days notice, or more than 10 calendar days in advance of the request.

Change the Start Date

To modify the **work to begin** date, simply select the the desired day in the calender to the right of the screen.

Start Date Information

Type:	COMPLIANT
Date:	July 9, 2012
At:	03 : 15 PM

A callout arrow points from the "Date" field to a calendar window titled "July 2012". The date "9" is highlighted in blue, indicating it is selected.



STEP 6: UTILITY NOTIFICATION LIST / SUBMITTING YOUR LOCATE REQUEST

Once you are satisfied that the selected grids encompass the entire excavation area and you have selected a start date/time, click “**Next Step**” and you will be presented with the **Utility Notification screen**.

The list of utilities notified is based on the location where the mapping grids were selected. If there are any utilities in the area that are not listed on the ticket, you MUST notify them directly.

Submit or cancel the ticket by choosing one of the options at the bottom of the page.

If you choose “**Cancel**”, the ticket will **NOT** be submitted and you will be returned to the **ITIC main menu**. Clicking “**Go Back**” will return you to the location information and map page of the request.

UNDERGROUND FACILITY OPERATORS LIST

District	Company
AT10	MEDIACOM
US3	CENTURYLINK LOCAL NETWORK
AT6	MEDIACOM
M58	MIDAMERICAN ENERGY COMPANY
WWW	WATERLOO WATER WORKS

of Districts: 5

You must notify any other underground facility operators directly.

Remember, if you click ‘cancel,’ you will loose all information previously entered for the locate request you are currently working on.

< GO BACK CANCEL **NEXT STEP >**

If you are ready to submit your ITIC locate request, click the “**Next Step**” button.

ATTENTION:

The call center will send you a confirmation copy of your completed locate request. Please note that it is your responsibility to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on confirmation email. Click this link and view the map one more time to ensure the entire excavation area is included within the polygon drawn. If you find any errors, use **Ticket Default on Main Menu** or call **800-292-8989** to correct the ticket



Iowa One Call reviews most tickets filed through ITIC after they have been released to the utilities. If a ticket is found to be inaccurate, incomplete, or otherwise incorrectly filed, a representative will make contact to inform you that the ticket is invalid and will need to be replaced.

No excavation should take place until you receive a copy of the completed locate request and ALL utilities have responded.



VIEW - A - TICKET

Once the ticket is completely processed, you should receive an email copy of the ticket at the address listed on the request.

Log into ITIC and click "View a Ticket" on the **ITIC Main Menu** (pg 05).

Enter the ticket number for the ticket you wish to view in the "**Ticket Number**" field and click the "**Search**" button.

A screenshot of a computer interface titled "View-A-Ticket". It has a "Ticket Number:" input field containing "1234567890" with a small red error icon to its right. To the right of the input field are two buttons: "Search" (highlighted in yellow) and "Cancel". A large callout box points from the text above to this interface.

Clicking on "**Cancel**" will take you back to the **ITIC Main Menu**. (pg 05)



APPROVED ABBREVIATION LIST

The following is a list of **approved abbreviations**.

These are the only abbreviations to be used when processing a ticket. **Please spell out the complete word when time and space are available.**

Also known as - **AKA**

Information - **INFO**

Approximately - **APPX** or **APPROX**

Intersection - **INTER**

Between - **BTWN**

Mile - **MI**

Building - **BLDG**

Pedestal - **PED**

Cable Television - **CATV**

Property - **PROP**

Construction - **CONSTR**

Railroad - **RR**

Electric - **ELEC**

Right of Way - **R/W**

Excavate/Excavator - **EXCAV**

Subdivision - **SUBDIV**

Foot - **FT**

Telephone - **TEL**

Highway - **HWY**

Underground - **UG**

Inches - **IN**

Avenue - **AVE**

Boulevard - **BLVD**

Business - **BUS**

Expressway - **EXPY**

Circle - **CIR**

Court - **CT**

Drive - **DR**

Traffic way - **TFWY**

Highway - **HWY**

Interstate - **I (I 70)**

Lane - **LN**

Terrace - **TER**

Parkway - **PKWY**

Place - **PL**

Road - **RD**

Street - **ST**



DISTANCES and MEASUREMENTS

1/10 OF A MILE = 0.10 MILE = 528 FEET

2/10 OF A MILE = 0.20 MILE = 1056 FEET

3/10 OF A MILE = 0.30 MILE = 1584 FEET

4/10 OF A MILE = 0.40 MILE = 2112 FEET

5/10 OF A MILE = 0.50 MILE = 2640 FEET

6/10 OF A MILE = 0.60 MILE = 3168 FEET

7/10 OF A MILE = 0.70 MILE = 3696 FEET

8/10 OF A MILE = 0.80 MILE = 4224 FEET

9/10 OF A MILE = 0.90 MILE = 4752 FEET

1/16 OF A MILE = 110 YARDS= 330 FEET

1/8 OF A MILE = 220 YARDS= 660 FEET

1/4 OF A MILE = 0.25 MILE = 1320 FEET

1/3 OF A MILE = 0.33 MILE = 1760 FEET

3/8 OF A MILE = 660 YARDS= 1980 FEET

1/2 OF A MILE = 0.5 MILE = 2640 FEET

2/3 OF A MILE = 0.66 MILE = 3520 FEET

3/4 OF A MILE = 0.75 MILE = 3960 FEET

1 MILE = 1760 YARDS= 5280 FEET



WORK OFF PROPERTY & ROADS EXAMPLE

If the work area is taking place on (or along) a map/geographical feature (creeks, railroad tracks, etc...), use the same method as work taking place on a roadway. However, **you must include driving directions to the feature.**

As always, the driving directions must start at an intersection of 2 named roads, and must include approximate **distance and direction** (from the intersection) to the work area.

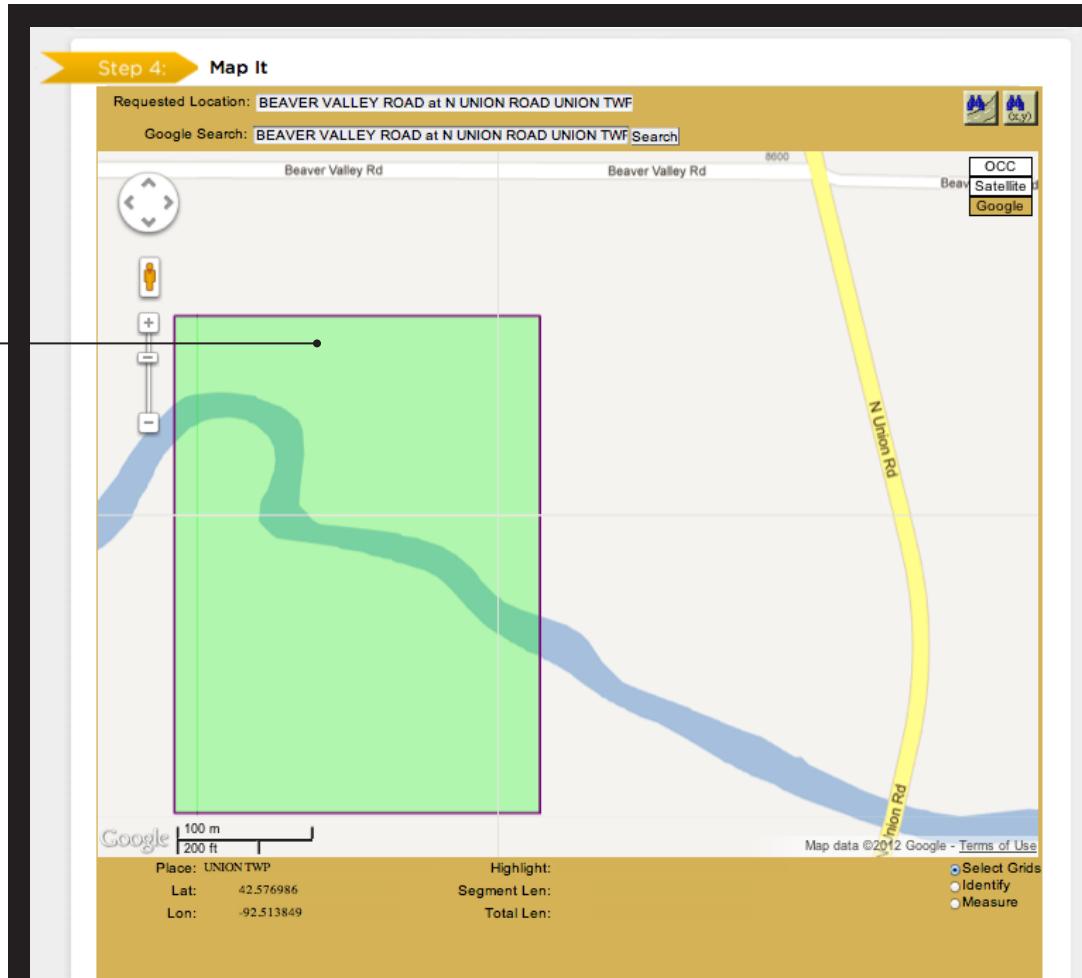
Example

The excavator is working in the creek and 10ft on both sides of the creek, for approximately 600ft. **Driving directions should be given as follows:**

"From the intersection of Beaver Valley Road and N Union Road, travel south on N Union Road approximately 1500ft to the unnamed creek. Travel northwest following the creek for 1/4 mile. At this point, mark in creek and 10ft on both sides of creek going northwest for 600ft."

Select the appropriate grids until you are **certain** your excavation area is **completely encompassed**.

To "unselect" a grid, simply click on it





SEPARATING LARGE WORK AREAS EXAMPLE

Within City Limits

In this example, the work area extends 50ft out from edge of pavement on both sides of Hawthorne Ave, beginning at Hammond Ave and going east to Ohio St (a distance of approx 2600ft). Because the length of the work area exceeds the maximum worksite limit of 1500ft (within city limits), this will need to be done on 2 separate tickets.

1. Starting at Hammond Ave and going east for 1500ft.
2. Starting 1500ft east of Hammond Ave, going east to Ohio St.

Outside City Limits (Located in a Township)

In this example, work extends 50ft from edge of pavement on both sides of Beaver Valley Rd, starting at N Union Rd and going west for 1.4 miles. Since this location is outside city limits, 2 tickets will need to be processed to cover the work area completely.

1. Starting at N Union Rd and going west for 1 mile.
2. Starting 1 mile west of N Union Rd and going west for 0.4 miles (2,112 ft)